

## **TECHNICAL SERVICES BUREAU**

### **COMMUNICATIONS DIVISION**

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PO Box 42621 – Olympia WA 98504

#### **Manuals:**

Communications Division Desk Manual  
Communication Division Trainee's Manual  
Communications Manual  
Communications Trainer Manual

#### **Reports:**

Strategic Advancement Forum Reports (Monthly)  
Strategic Plan

#### **Miscellaneous Records:**

NewsFlash (Newsletter)

### **CRIMINAL RECORDS DIVISION**

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PO Box 42619 – Olympia WA 98504

**ACCESS Section** - PO Box 42619 – Olympia WA 98504

**Collision Records Section** – PO Box 47382 – Olympia WA 98504

**Identification Section** – PO Box 42633 – Olympia WA 98504

#### **Manuals:**

1993 State Of Washington Coding Manual  
ACCESS Manual  
Coding Rules for Motor Vehicle Traffic Accidents  
Criminal Justice Training Manual  
Fingerprint Rolling Techniques Training Manual  
Police Traffic Collision Report (PTCR) Manual  
Ready Reference Guide to ACCESS/WACIC  
Records Section Policies and Procedures  
Sex/Kidnapping Offender Registration Guideline Manual  
Techniques for Obtaining & Evaluating Fingerprint Quality  
Tenprint Unit Procedures Manual  
WACIC Manual

#### **Reports:**

Strategic Advancement Forum Reports (Monthly)  
Strategic Plan

#### **Miscellaneous Records:**

'Rapsheet' Newsletter  
'The Messenger' Newsletter

## **ELECTRONIC SERVICES DIVISION**

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PO Box 42645 – Olympia WA 98504

### **Manuals:**

Electronic Services Section Handbook  
Electronic Services Section Manual

### **Reports:**

Strategic Advancement Forum Reports (Monthly)  
Strategic Plan

## **HUMAN RESOURCE DIVISION**

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PO Box 42620 – Olympia WA 98504

### **Manuals:**

Supervisors Reference Manual  
Washington Management Services (WMS) Manual

### **Reports:**

Affirmative Action Plan  
Strategic Advancement Forum Reports (Monthly)  
Strategic Plan

## **INFORMATION TECHNOLOGY DIVISION**

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PO Box 42646 – Olympia WA 98504

### **Manuals:**

HEAT Self Services User Guide  
Project Management Methodology

### **Reports:**

Disaster Recovery/Business Resumption Plan  
ITD Security Plan  
Strategic Advancement Forum Reports (Monthly)  
Strategic Plan

### **Miscellaneous Records:**

2007 Customer Services Survey Results

## **TRAINING DIVISION (ACADEMY)**

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631 W Dayton-Airport Rd – Shelton WA 98584

### **Manuals:**

Career Development Program  
Cash Handling Practices and Controls  
Firearms Instructors Manual  
FTO Program  
Incident Management Handbook  
Training Division Manual

### **Reports:**

Strategic Advancement Forum Reports (Monthly)  
Strategic Plan

### **Miscellaneous Records:**

Academy Instruction Outlines